

Job Opportunity Bulletin

Staff Services Analyst



Tenure/Timebase: Permanent/Full Time
Work Hours: 8:00 am – 5:00 pm
Office/Location: California Commission on Teacher Credentialing
Certification, Assignment and Waivers
1900 Capitol Avenue
Sacramento, CA 95814-4213
Salary: \$2724 - \$4300/month
Final Filing Date: April 24, 2007 or until filled
Contact: Sherry Rossi (916) 323-7157

DUTIES:

Under the direction of the Staff Services Manager I in the Certification, Assignments and Waivers Division, the Staff Services Analyst performs the following:

- Evaluation of Credentials: Review, analyze and either grant or reject applications for public school credentials and permits; evaluate the most difficult applications.
- Call Center: Answer complex credentialing questions from county offices of education, public school districts, colleges and universities and the public. If necessary, research the answer by reviewing the education code and Title 5 Regulations.
- Correspondence: Respond to the most complex credential questions via e-mail and written correspondence.
- Special Projects: Write coded correspondence and credential information alerts, prepare reports, maintain the interactive voice response system, develop production enhancements for the Credential Automation System Enterprise, prepare reference materials, and review unit procedures.
- Workshops: Prepare material and present at credential information, audit, new personnel and special workshops.

CONDITIONS OF EMPLOYMENT: Fingerprint Clearance is required.

DESIRABLE QUALIFICATIONS:

- Demonstrates a commitment to performing duties in a service-oriented manner.
- Demonstrates a commitment to maintaining a work environment free from discrimination and sexual harassment.
- Maintains good work habits and adheres to all policies and procedures.
- Ability to communicate clearly and tactfully.
- Ability to read and follow written and oral instructions.
- Ability to change tasks and work with multiple task assignments.

WHO MAY APPLY:

Individuals who possess the desirable qualifications listed above, and are currently at the above classification or who have list, transfer, or reinstatement eligibility to the above classification. The appointment is subject to the State Restriction of Appointment (SROA).

IMPORTANT NOTE:

Interested applicants must submit a State Application form, STD 678, to the above address, Attention: Sherry Rossi. All applications must clearly indicate the basis of their eligibility (*i.e., SROA, surplus, reemployment, reinstatement, transfer, or list eligibility*) and include RPA No. 07-195. The applications will be screened and only the most qualified applicants will be invited for an interview.

<i>The California Commission on Teacher Credentialing is an Equal Opportunity Employer to all regardless of race, color, creed, national origin, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.</i>
